

Engagement and Consultation

1. Graphic Facilitation

1.1 Background

Graphic Facilitation (or Graphic Recording) is an engagement tool for producing real time, live graphic records. Graphic recording provides an accurate record of key ideas synthesised and documented into a visual form rather than a traditional minute form. Many people are visual learners, and studies indicate that people remember more information when combined with visuals than via spoken word alone. Graphic recording can therefore increase engagement and memory-retention for the audience.

Graphic recording can be done on any large scale surface to identify and simplify complex ideas by giving them a visual form. When captured on large paper, graphic recording can be displayed in office spaces as a reminder of the ideas uncovered and the commitments made during the meeting or event. Furthermore, they can be formalised and presented in clinical settings such as hospital wards to help inform the public on upcoming priorities or ideas. Once the product is finished, the recording can be digitalised for sharing to ensure the co-produced output is shared.

The method allows for sensitive issues to be discussed with confidence as graphic facilitators have non-judgemental, impartial, listening ears. Facilitators are skilled at giving visual structure and focus to meetings.

Graphic Facilitation in Gloucestershire

Graphic Facilitation has become a popular nationally over the last few years; and increasingly in NHS England's Southern Region and in the Gloucestershire's health and care system during 2018. In particular, maternity services have recognised the value of using this method to capture new parents' views.



The South West Maternity Clinical Network funded a graphic facilitation course following the success of the Whose Shoes Maternity events across the region (Gloucestershire Whose Shoes event is described below). Limited free training places were offered out to South West sites and Gloucestershire secured three places.

1.2 Local Engagement

Graphic Facilitation was used to capture the output of the Gloucestershire MindNBody Whose Shoes Workshop in May 2018.



The event was held at Kingsholm, Gloucester Rugby Club in Gloucester, on 24 May 2018. It provided an opportunity for anyone who had become a parent within the last five years to talk about mental health difficulties they experienced and help shape enhanced support for others.

'Whose Shoes?' is part of a national programme of events and the Gloucester event was hosted by the county's Perinatal Mental Health Service. The Perinatal Mental Health Service was established in 2017 following a successful application for £1.5 million of Government funding. The CCG worked with partners including 2GNHSFT, GCC, GCSNHST and GHNHSFT to submit the county's case.

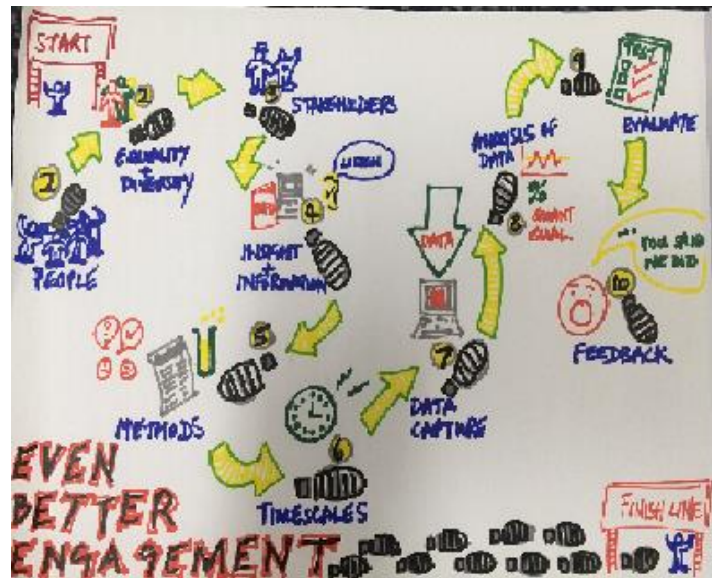
1.3 What we learned/outcomes

The CCG is currently piloting the use of Graphic Facilitation as a tool to support service development and evaluation and inform commissioning intentions. Following the training the three CCG staff members have been practicing their newly acquired skills. Events that have been graphically recorded include:

- Winchcombe School Health and Wellbeing Day



- NHS England Regional Patient Experience Conference



A quick sketch Graphic Recording of the ‘Ten Steps to Even Better Engagement’ training package presented at the Conference. The intention is that this sketch will be worked up into a finished Graphic to support staff and partner ‘Ten Steps to Even Better Engagement’ training in Gloucestershire.

1.4 Next steps

The pilot runs until summer 2019. An evaluation form (Graphically engaging) has been designed to be completed by colleagues who have requested Graphic Facilitation at events. These evaluation forms will be reviewed at the end of the pilot and a proposal developed regarding future application of the method in Gloucestershire.

2. Future in Mind - Refresh

2.1 Background

Gloucestershire’s Future in Mind 5 Year Transformation Plan for Children and Young People’s Mental Health’ working with a range of local stakeholders including children and young people. The plan takes a whole systems approach to prevention, provision of information and advice; and early intervention through to crisis support.

This ambitious Transformation Plan outlines how, over the next 5 years, we will achieve our shared ‘Vision’ for the emotional and mental health and wellbeing of children and young people.

Our Vision: ‘Children and young people of Gloucestershire thrive and grow up to be confident and resilient individuals’

Supporting statement to the Vision:

'They will do this within families, schools and communities that understand and talk about the importance of emotional and mental health and wellbeing, and will be supported, when needed, by:

- a skilled workforce that provides services that are joined up, intervene early, are easily accessible, and are of high quality,
- providing the best possible care, support and intervention when and where it is needed, within a sustainable system that focuses on achieving good outcomes

The plan needed to be refreshed, and following approval by NHS England and the Health and Wellbeing Board, an update was published in October 2018. The aim of the refresh was to reflect local progress with transforming the system of support for children and young people, and identify further ambitions based on our local developing work in this important area.

2.2 Local engagement

A workshop was held in August 2018 with young people to:

- Test the work undertaken against priorities identified through previous engagement ensure
- Help identify emerging priorities for inclusion in the 2018 refresh.

14 young people attended: they were asked to provide their views, feedback and opinions throughout the duration of an informal workshop. Feedback was also sought through the Children's Emotional Health and Wellbeing Partnership: a group of local key stakeholders from across children's services, including health, education, schools and third sector organisations.

2.3 What we learned/outcome

"You said – We Did"

The session was designed to enable us to revisit the key elements and priorities for future services identified by children and young people during engagement in 2015 for the original plan.

Young people were separated into two groups of roughly 6-8 and were asked to connect speech bubbles with the aforementioned statements on to puzzle pieces which detailed work being done or completed within health and social care.



2018, the Government announced Trailblazer sites, of which Gloucestershire was successful in securing £5m funding up until 2021).

3. Community Hospitals in the Forest of Dean – A Citizens’ Jury

3.1 Background

Since September 2015 a range of engagement activity has been undertaken to gather feedback from Forest of Dean residents regarding their health and care needs now and into the future. This feedback has informed the development of options for community hospital services in the Forest of Dean, leading to a period of consultation on a preferred model for the future.

As a result of the Consultation in late 2017, the decision was made in January 2018 to build a new community hospital for the Forest of Dean which would ultimately result in the closure of the Dilke Memorial and Lydney and District Community Hospitals.

In response to consultation feedback and the recommendations endorsed at their meetings in January 2018, GCCG and GCS jointly appointed Citizens Juries Community Interest Company (CIC) to run an independent citizens’ jury. The Jury was asked to consider information and make a recommendation regarding the location of the new hospital for consideration by the CCG Governing Body and the Board of GCS.

Citizen’s Juries CIC is a social enterprise dedicated to designing and running citizens’ juries, supported by the University of Manchester. It works in partnership with the Jefferson Centre, the US-based charity which developed the citizens’ jury method.

3.2 Local Engagement

Six weeks of public engagement on the location of a new community hospital in the Forest of Dean were undertaken to support decision making and contribute evidence to the Citizens’ Jury process. The purpose of the engagement was to obtain public, staff and community partner views (qualitative) on the following statements:

- *I think the new community hospital should be in or near Cinderford because...*
- *I think the new community hospital should be in or near Coleford because...*
- *I think the new community hospital should be in or near Lydney because...*
- *I don’t have a preference for where the new community hospital is located in the Forest of Dean because...*

The purpose of the engagement was not to poll votes to determine the location of the new hospital.

Engagement Activity

The engagement was promoted through a public engagement booklet, by posters in community venues and through the local media and social media.

Over **9,000** engagement booklets (including a tear out Freepost survey) were distributed to GP surgeries, pharmacies, hospitals, libraries, post offices and district council buildings across the Forest of Dean. They were also available at all the venues used for previous consultation events.

Engagement information was also sent to partners in the neighbouring areas including Herefordshire and Wales. We responded to specific requests from community groups and organisations for copies of the engagement booklets, such as Leagues of Friends. We restocked venues with engagement booklets on request throughout the engagement period.

All engagement materials, including the survey, were available on-line at www.fodhealth.nhs.uk Visits to the website during the six week engagement period: **1,427** sessions.

A two-page feature article was included in a local newspaper delivered free to households across the Forest of Dean. This article included a Freepost feedback form.

17 public Drop In events were held during the period of the engagement. The engagement was promoted to staff, with engagement events held at Lydney and Dilke Hospitals.

Citizens' Jury

The jury met for four and half days at the end of July to consider the best location for the new community hospital in the Forest of Dean. The Jury was made up of 18 local residents who were recruited, by Citizens Juries CIC, to ensure a balance in terms of age, gender and geography.

The information and evidence presented to the Citizens' Jury was reviewed by an independent Oversight Group, selected by Citizens Juries CIC. The three members of the Oversight Group represented Healthwatch Gloucestershire, Forest of Dean District Council and the Voluntary and Community Sector Alliance.

An independent equality impact analysis on the potential location of a community hospital in the Forest of Dean was commissioned and presented to Jury (and subsequently to GCS Board and the Governing Body of GCCG).

3.3 What we learned/outcome

Three themes in particular emerged during this period of engagement:

- the relationship between where survey respondents state they live and where they think the new hospital should be located;
- concerns and comments in relation to public transport and access; and
- a range of views relating to a central location in the Forest of Dean.

A full Outcome of Engagement Report is available at www.fodhealth.nhs.uk

The recommendation of the jury was presented to the Governing Body meeting in August 2018. Governing Body members were impressed by the conscientious approach taken by the Jury and, having reviewed all of the evidence, endorsed their recommendation to build the new hospital in, or near, Cinderford.

The involvement of local people through the Citizens' Jury was supported by Healthwatch Gloucestershire, Health and Care Overview & Scrutiny members, Hands off Dilke & Lydney (local lobbying group) and the wider community. The process attracted the attention of local media and has been the subject of much review. The CCG consider the process to be a robust mechanism, which empowers members of the local community and gives them a voice at the very highest level of decision-making.

A full copy of the Citizens' Jury report, together with our Governing Body papers is available at www.fodhealth.nhs.uk

3.4 Next steps

In addition to the recommendation regarding the location of the new hospital, the Citizens;' Jury made some supplementary recommendations:

- Improving transport accessibility options for communities throughout the region and ensuring accessibility for drop-offs, transfers, and other transport needs
- Considering how to incorporate on-site amenities (such as a cafe or a chemist) to maximise the benefits of the new hospital
- Ensuring that a full range of necessary and suitable services are provided and that the new hospital is adequately staffed
- Planning for future use and needs of the entire Forest of Dean in the design and size of the building.

The CCG and GCS committed to ensuring these recommendations are fully considered by the relevant Programme Board. A commitment to continue to engage with the local community as the project develops was also given.